

RCDN Advisors' Performance Assessment Form

RCDN puts high emphasis on continuous performance improvement and quality assurance. To do so, this performance assessment form has been prepared aiming at assessing the performance of RCDN advisors, and allowing quality assurance by the partner associations and RCDN PIT to jointly improve RCDN operations and delivery of advisory services.

The performance assessment form follows the RCDN Quality Standards for Advisory Services in order to ensure their appropriate application during the delivery of advisory services.

The form will be filled in by Associations' Focal Points (or other appointed persons) from partner associations and RCDN PIT (if appropriate). To ensure transparency about performance criteria and scale, the form is annexed to ToR for National Advisors. After each delivered advisory service, aspects of performance shall be discussed in a feedback meeting enabling advisors and partner associations to foster learning processes and future improvement.

The grading scale is from 1 - not satisfactory to 6 - excellent.

In case it is not possible and/or applicable to assess particular aspects, please state that the aspect is either not applicable (n/a) or cannot be assessed. In any case, provide the reason for not being applicable or assessable.

Title of Advisory Services: _____

Period and location: _____

Advisor, name and surname: _____

Position: Lead Advisor / Co-Advisor

| Focused inception | |
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| The advisor participates at the Kick-off Meeting and actively provides opinion and recommendation on the planned key activities and mode of delivery. | |
| He/she adapted the work and time schedule according to key findings of the Kick-off Meeting. | |
| He/she has a clear understanding of his/her role and seeks for support, if necessary. | |
| He/she conducts all appointed responsibilities within the advisors' team professionally and on time, and has good relations and communication with the other team members. | |
| Materials for advisory services are prepared on time (to be sent to LGA and/or APUC / RCDN PIT before delivery of advisory services for processing and printing, if needed) and the RCDN | |

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| visibility and logos are applied appropriately in all documents. | |
| Comments: | |
| Client-centred approach | |
| The advisor reflects priorities of the clients and documented their interests in the Interest of Partners Form. | |
| He/she adapts the work and time schedule for advisory services according to clients' interest. | |
| He/she establishes channels for regular exchange and communication. | |
| He/she ensures constructive communication and regular exchange with the clients. | |
| He/she respects clients' priorities, potential concerns and opinions on the subject of advisory services. | |
| He/she builds on clients' strengths. | |
| He/she monitors clients' progress. | |
| Comments: | |
| Contextualised state-of-the-art know-how | |
| The advisor possesses state-of-the-art know how (e.g. by using good practices, reflecting regional and global trends). | |
| He/she is capable to identify key aspects for contextualising the advisory services to the particular context of the clients. | |
| He/she appraises appropriateness of methods, tools and/or concepts referring to clients' context. | |
| He/she contextualises advisory services (e.g. considering identified key aspects and appropriateness of methods, tools and/or concepts), and documents key aspects of contextualisation in the Overview on Key Aspects for Contextualisation Form. | |
| He/she reflects emerging topics relevant to the subject of advisory services. | |
| Comments: | |
| Pro-active and flexible implementation | |

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| The advisor motivates and enables active participation and constructive contribution of clients by realising frequent meetings (face-to-face and virtual). | |
| He/she ensures understanding of content, methods tools provided by advisory services. | |
| He/she fosters transfer and application of content, methods tools provided by advisory services. | |
| He/she adapts work and time schedule according progress of implementing advisory services without losing track of expected results. | |
| Clients are showing interest for the topics, materials and content presented. | |
| Clients participate in discussion and share their understanding, concerns etc.. | |
| The advisor proposes alteration to the advisory services, if needed, and documents respective alterations in the Minutes for Alterations of Advisory Services Form. | |
| Comments: | |
| Attentive acting | |
| The advisor has comprehensive active listening and communication skills. | |
| He/she has good negotiation skills. | |
| He/she ensures client orientation. | |
| He/focuses on systemic analysis and respective form of his/her advisory services. | |
| He/she is competent to sensitively act in a highly dynamic and political context. | |
| He/she considers individual and organisational interests and potentials in the organisational and system context. | |
| He/she is capable to manage conflicts in a constructive manner guided by orienting himself/herself on solutions. | |
| He/she is capable to reflect his/her own behaviour, function and position in context of the delivery of advisory services. | |
| Comments: | |
| Reliable independence | |
| The advisory acts according to good governance principles. | |
| He/she implements advisory services based on evidences and facts. | |
| He/she is prompt. | |

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| He/she is discreet. | |
| He/she is absolutely integer. | |
| Comments: | |
| Gender sensitivity | |
| The advisor promotes gender equality. | |
| He/she applies gender-differentiated procedures. | |
| He/she respects individual potentials and abilities. | |
| He/she balances consideration of male and female employees and their opinions. | |
| He/she balances consideration of WSS and LG sector. | |
| Comments: | |
| Reflective evaluation | |
| The advisor ensures that his/her impression about the advisory services is well documented in the Advisory Services Report Form. | |
| He/she ensures that his/her impression about the client is well documented in the Advisory Services Report Form. | |
| He/she ensures that his/her recommendations and conclusions are well documented in the Advisory Services Report Form. | |
| He/she documents recommendations going beyond the subject of the advisory services in the Implementation Recommendation Form. | |
| Comments: | |
| RCDN Code of Conduct | |
| The advisor fully complies with RCDN Code of Conduct for Advisors. | |
| Comments: | |
| Recommendations for the advisor: | |

<please list recommendations for the advisor>

Performance assessment score: _____ (is calculated as average of all sub-scores)

Name and surname of the assessor _____

Signature _____